

Texas Department of Information Resources



Statement of Work

Deliverables Based IT Services

ObjectWin Technology, Inc.

DBITS Contract DIR-SDD-1985

Application Maintenance and Support Services

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1. Introduction

The terms of DBITS Contract DIR-SDD-1985, Application Maintenance and Support Category, shall apply to this Statement of Work (SOW).

This SOW outlines the deliverables and timeline to be performed by ObjectWin Technology, Inc. (“ObjectWin”) for the DIR Digital Government division in providing application maintenance and support services on DIR’s Commercial off the Shelf (COTS), Software as a Services (SaaS) and in-house developed systems.

The document also captures the current understanding of the scope and time estimation, describes the approach, and contains details of the activities and responsibilities for both parties in accordance with the deliverables and associated tasks mentioned in the SOW for Deliverables Based Application Maintenance and Support Services dated June 18, 2015 and ObjectWin’s SOW response dated July 17, 2015.

2. Applications / Systems

DIR requires maintaining the following Applications / Systems under this Maintenance and Support services contract.

- 1) Salesforce.com – Currently 22 Applications with some Custom Objects
- 2) Oracle RDBMS – Mainly Reports and Custom Queries for Interfaces
- 3) SQL Service Intelligence Services platform – Mainly Reports and Custom Queries for Interfaces
- 4) SAP Business Intelligence – Support of Data Warehouse. Custom Queries for Interfaces, Triggers on data fields
- 5) Microsoft SharePoint Online/2013 Server – 56 Team Sites
- 6) Remedy 8.X – Incidents, Change Tickets, Task Assignments, Assets Tracking, SRM.
- 7) Microsoft Team Foundation Server – Single installation supporting Development staff
- 8) HTML 5 – Supporting DIR Website page changes
- 9) CSS 3 – Supporting DIR Website page changes
- 10) JQuery – Supporting Salesforce, Remedy, and other applications use of Data Warehouse.

ObjectWin shall provide “maintenance, support and enhancements” related to the following activities that includes but not limited to:

- Understand and resolve Users operational issues
- Develop, configure and repair production environment
- Develop, configure and trouble shoot impaired system
- Develop, configure and recover inoperative system
- Develop, configure and implement new capability or functionality to an existing system

Assumptions

- DIR will provide a Case tracking tool (application) to report, track and manage all Cases.
- Support time is limited to normal business hours of operation of DIR [i.e., 7:30 AM-5:30 PM CST (Monday – Friday)]. Support time will not include the days that are observed as federal and State of Texas prescribed holidays.
- DIR will have a Single Point of Contact (SPOC) to interact with ObjectWin Support Coordinator.
- DIR will provide contact information such as email and phone number of users who open Cases so that ObjectWin support resources in the approved Core Skill Group can interact directly with users as needed.
- DIR will provide remote access of systems / applications through VPN that require support.
- DIR will also provide the ObjectWin support resources the required credentials/necessary permissions of systems / applications that require support.
- DIR will provide user licenses required for the supported applications.
- Major upgrades/enhancements that involve version upgrades of systems/ applications (technical as well as functional), major functional changes, operational changes etc. shall be treated as projects outside the scope of this SOW.
- Changes to services will be communicated and documented to all stakeholders via email or as otherwise agreed between ObjectWin and DIR.
- Scheduling of all service related requests will be conducted in accordance with Case classification.
- Equipment and workspace: DIR will provide necessary workspace and access to ObjectWin support resources in the approved Core Skill Group while on-site for the project. Business requirement workshops (as required) and status meetings are some of the meetings that will be held on-site. ObjectWin will provide desktops or laptops as required for the ObjectWin's support resources in the approved Core Skill Group.
- Delay in awarding the work of the SOW could result in change in the completion timelines for some of the deliverable. This will be mutually discussed and agreed between ObjectWin and DIR.

3. Deliverables and Timeline

DIR requires that the deliverables and associated tasks listed below are completed with the specified timelines for providing maintenance and support services.

Deliverable No.	Deliverable Name	Execution Timeline
1	Transition Project Plan, Process Documentation, and Acceptance of Vendor Personnel	August 4 - 31, 2015
2	Quarterly Report Development (One Time)	August 15, 2015
3	Monthly Reports Development (One-Time)	August 15, 2015
4	Operational Quarterly Status Reporting by 7th of month following that Quarter	Quarterly
5	Operational Monthly Status Reporting by 7th of each month	Monthly
6	Operational Deliverables - Cases	Daily

ObjectWin agrees that it can adhere to the prescribed time schedule proposed by DIR, as long as contract is finalized and executed by the date mentioned in the Statement of Work. Any delay in contract execution will have a cascading effect on the deliverable timeline as well.

4. Implementation of Maintenance and Support Process

Each deliverable and associated tasks will be approached according to the following project plan / tasks:

4.1. Deliverable 1: Transition Planning

This deliverable involves the following main tasks:

- Transition Project Plan
- Acceptance of Vendor Personnel
- Process Documentation

Deliverable No.	Deliverable Name	Execution Timeline
1	Transition Project Plan, Process Documentation, and Acceptance of Vendor Personnel	August 4 - 31, 2015

4.1.1. Transition Project Plan

The following activities will be carried out:

- ObjectWin will submit resumes of ObjectWin personnel assigned to DIR Core Skill Groups.
- DIR will review the resumes and may schedule an interview with the personnel that could be face to face, video or telephonic. DIR will have the right to reject any ObjectWin personnel it deems not suitable to providing the services.
- A background check will be carried out by DIR Normal channels once the ObjectWin SME personnel has been approved by DIR.
- After the background clearance, DIR will assign ObjectWin personnel to internal DIR SMEs for provisioning and training on the systems that ObjectWin will be supporting.
- DIR will establish access of assigned personnel to DIR Systems for which they are responsible.
- DIR will provide training (system, process) for handling DIR maintenance issues to the approved resource pools. This will be accomplished on site in the DIR offices (300 W 15th Street, Suite 1300, Austin, Texas) through a series of shadow, formal classroom, informal classroom interactions, or Webinar-based instruction as DIR deems fit.
- DIR technical resources will work jointly with ObjectWin resources where applicable to solve user support issues within the Core Skill Group until the ObjectWin resources are approved to work independently by DIR.
- DIR SMEs will test ObjectWin SME's knowledge and conduct the operational training period.
- The DIR SMEs will also educate ObjectWin resources on DIR IT development processes so that the ObjectWin resources can contribute to new development projects if assigned.
- DIR approves the transition for all Core Skill groups, which will be completed by 31st August 2015.

Once this transition phase is completed, the engagement of actual Support Services will begin September 1, 2015.

DIR will provide written notification to ObjectWin that an ObjectWin resource is qualified to work independently or provide notification that a resource is not acceptable to work independently for this program and should be removed immediately from the pool.

ObjectWin is the incumbent Vendor for this program and has been providing Maintenance and Support Services to DIR. Therefore ObjectWin has knowledge on the most of the systems and processes in DIR.

Core Skill Groups	Training Required	Comments
SalesForce.com	No	Internal by ObjectWin due to change in SME.
Oracle RDBMS	No	Already have the DIR System Knowledge
SQL Service Intelligence Services platform	No	Already have the DIR System Knowledge
SAP Business Intelligence	No	Already have the DIR System Knowledge
Microsoft SharePoint Online/2013 Server	No	Already have the DIR System Knowledge
Remedy 8.X	Yes	Newly added System
Microsoft Team Foundation Server	Yes	Required to have the latest System update.
HTML 5	No	Already have the DIR System Knowledge
CSS 3	No	Already have the DIR System Knowledge
JQuery	Yes	Internal by ObjectWin for Salesforce due to change in SME. Required for Remedy. Not required for SharePoint.

ObjectWin will create a Project Work Plan that will demonstrate the successful integration of ObjectWin resources into the DIR production environment. ObjectWin will work with the DIR team to finalize the Project Work Plan.

4.1.2.Team Composition

ObjectWin Support Coordinator - ObjectWin will assign a Single Point of Contact (SPOC) for operational administration with regard to this program. The responsibilities of coordinator will include, but not be limited to –

- Understand the nature of ticket
- Interact with DIR SPOC

- Assign ticket to the subject matter expert
- Follow up and ensure that SLA standards are met
- Identify, resolve and mitigate issues that may affect the support process
- Generate periodic reports for DIR as well as ObjectWin Management for review; and
- Recommend improvement and continuously make the process more efficient

ObjectWin SME's - ObjectWin plans to have four (4) SMEs that will be responsible for all application support and maintenance for the Core Skill Groups. Every SME is backed up by another stand by resource identified by ObjectWin.

The responsibilities of the SMEs will include –

- Take ownership of ticket that is being assigned
- Communicate with DIR user to understand and identify the problems
- Use expertise to resolve the ticket in accordance with the SLAs
- Communicate the resolution to the DIR user and Support coordinator
- Take sign-off from the DIR user after the ticket is resolved
- Document the changes; and
- Participate in process improvement.

Core Skill Groups	ObjectWin SME*
SalesForce.com	A
Oracle RDBMS	B
SQL Service Intelligence Services platform	B
SAP Business Intelligence	B
Microsoft SharePoint Online/2013 Server	C
Remedy 8.X	D
Microsoft Team Foundation Server	C
HTML 5	C
CSS 3	C
JQuery	A / C / D

* A, B, C, D will be 4 individual SMEs that will be assigned to the different Core Skill Groups.

**This could vary depending on the Application/System and is only suggested at this point and will be finalized during Transition stage.

ObjectWin will provide the following Key Personnel who will work this project.

- ObjectWin Executive Sponsor
- Support Coordinator
- Transition Manager

4.1.3.Process Documentation

Tasks Involved:

- DIR will provide Support documents required for specific applications. These documents include but are not limited to:
 1. General information about the application
 2. Information about batch\automated jobs required to support the application
 3. Information about specific Cases required for the support of the application; and

4. High level architectural diagrams containing data flows related to the application.

DIR will provide all available documentation to assist the ObjectWin in this action to support all the Core Skill groups.

- ObjectWin will document what may be new documentation or modifications of existing documents adjusted to the To-Be environment and processes. These To-Be documents will become living documentation that DIR will operate under and modify from time to time based on the needs of the project.
- During this phase, necessary Support documents will be created as training / application support handoff occurs for each application.
- During this phase, Support documents for using the tools provided by DIR, such as Salesforce.com for Case entry, recording and management will be reviewed / modified depending on the DIR SME requirements for the specific application.

Overall objective of this deliverable will include:

- Single Point of Contact (SPOC)
- Support team SMEs
- IT processes
- System documentation and support tools
- Application components and flows
- Process Documentation; and
- Provisioning and training on systems.

4.2. Deliverable 2: Quarterly Report Development (One Time)

ObjectWin will develop a Quarterly Report using the Case Management System that DIR provides that will include the Cases Closed and Operational Metrics for the previous quarter.

The following Operational Metrics would be included in the Quarterly Report:

- Average Response Time vs. Benchmark for Cases reported for that period
- Average Resolution Time vs. Benchmark of Cases reported for that period
- Comparison of Estimate Level of Effort (LOE) vs. Actual LOE for Cases reported for that period
- Number of Reopened Cases vs. Benchmark
- Number of Rejected Cases vs. Benchmark
- Number of Cases worked by each ObjectWin Resource and which Core Skill Group they worked within during that period
- Meantime to Resolution of Cases reported for each ObjectWin Resource for that period; and
- Cumulative number of Cases Closed and Approved by Core Skill Group.

Deliverable No.	Deliverable Name	Execution Timeline
2	Quarterly Report Development (One Time)	August 15, 2015

Steps involved:

- ObjectWin SME will:
- Work with DIR SPOC to review the identified Operational Metrics
- Analyze the identified Operational Metrics in the DIR Case Management System

- Create a basic draft layout for DIR Approval
- After approval, develop a standard Quarterly template report; and
- Take sign-off from the DIR SPOC for the completed Quarterly Report by August 15, 2015.

Critical success factors will include:

- Identification and finalization upon the agreed Operational Metrics for the report
- Completion of the Quarterly Report template; and
- Approval from DIR for the Quarterly Report.

Assumptions

- DIR will provide the internal DIR Subject Matter Expert to review the internal DIR SMEs.
- DIR will provide access to the required systems / applications to the ObjectWin SME.

4.3. Deliverable 3: Monthly Reports Development (One-Time)

ObjectWin will develop a Monthly Report using the Case Management System that DIR provides that will reflect the Cases Closed and Approved and Operational Metrics for the previous month.

The following Operational Metrics would be included in the Monthly Report:

- Number of Cases worked by each ObjectWin Resource and which Core Skill Group they worked within during that period
- Trending of the number of cases against the average of the fiscal year to date numbers
- Trending of the projected number of Cases Closed and Approved by the end of fiscal year based on moving average of months to date
- Cumulative number of Cases Closed and Approved by Core Skill Group
- Count of Cases by level of complexity and level of effort
- Count of Cases by type (Operational/Maintenance/Enhancement); and
- Count of Case with "No fault found."

Deliverable No.	Deliverable Name	Execution Timeline
3	Monthly Reports Development (One-Time)	August 15, 2015

Steps involved:

- ObjectWin SME will:
- Work with DIR SPOC to review the identified Operational Metrics
- Analyze the identified Operational Metrics in the DIR Case Management System
- Create a basic draft layout for DIR Approval
- After approval, develop a standard Monthly template report; and
- Take sign-off from the DIR SPOC for the completed Monthly Report by August 15, 2015.

Critical success factors will include:

- Identification and finalization upon the agreed Operational Metrics for the report
- Completion of the Monthly Report template; and
- Approval from DIR for the Monthly Report.

Assumptions

- DIR will provide the internal DIR Subject Matter Expert to review the internal DIR SMEs.
- DIR will provide access to the required systems / applications to the ObjectWin SME.

4.4. Deliverable 4: Operational Quarterly Status Reporting

ObjectWin will process a Quarterly Report using the Case Management System that DIR provides and deliver by 5 p.m. Central Standard Time on or before the 7th of the month following the end of the previous quarter 2015.

Deliverable No.	Deliverable Name	Execution Timeline
4	Operational Quarterly Status Reporting by 7th of month following that Quarter	Quarterly

Steps involved:

- ObjectWin SME will:
- Generate a Quarterly Report using the DIR provided Case Management System
- Audit the results of the report and validate the accuracy of the Quarterly Report
- Provide the Quarterly report in an electronic format so that it can be distributed by email
- Deliver the Quarterly report to the DIR SPOC by 5 p.m. CST on or before the 7th of the month following the end of the previous quarter 2015
- Enter this effort as a case into DIR's Case Management System; and
- Change the status of the case to 'Resolved' on providing the report.
- DIR SPOC will review this report and close the case on acceptance. This will complete the deliverable as identified in Operational Metrics.
- The frequency of this deliverable will be every Quarter as required by DIR.

4.5. Deliverable 5: Operational Monthly Status Reporting

ObjectWin will process a Monthly Report using the Case Management System that DIR provides and deliver by 5 p.m. Central Standard Time on or before the 7th of the month following the end of the previous month.

Deliverable No.	Deliverable Name	Execution Timeline
5	Operational Monthly Status Reporting by 7th of each month	Monthly

Steps involved:

- ObjectWin SME will:
- Generate a Monthly Report using the DIR provided Case Management System
- Audit the results of the report and validate the accuracy of the Monthly Report
- Provide the Monthly report in an electronic format so that it can be distributed by email
- Deliver the Monthly report to the DIR SPOC by 5 p.m. on or before the 7th of the month following the end of the previous month
- Enter this effort as a case into DIR's Case Management System; and
- Change the status of the case to 'Resolved' on providing the report.

- DIR SPOC will review this report and close the case on acceptance. This will complete the deliverable as identified in Operational Metrics.
- The frequency of this deliverable will be every Month as required by DIR.

4.6. Deliverable 6: Operational Deliverables - Cases

DIR will assign Cases to the ObjectWin's approved resource pool for resolution of the Operational Cases.

Deliverable No.	Deliverable Name	Execution Timeline
6	Operational Deliverables - Cases	Daily

4.6.1. Case Status - Stages

The DIR users discovering an issue generally provide the details of their issue using an online Help Desk Ticket. Based on the user's answers provided on the Helpdesk Ticket, the Salesforce Case is then classified as one of the Core Skill Groups and added to the DIR's Salesforce.com environment, and logged into Salesforce.com as an "Open" Case. Cases can also be entered by ObjectWin personnel or DIR personnel into Salesforce.com, which is the DIR's Case Management System.

Cases can have the following status as it moves through the different stages:

Sl. No	Case Status	Description
1	Open	This is the initial status of a new ticket that indicates that the DIR Help Desk Ticketing System, ObjectWin personnel, or DIR personnel have entered an issue into DIR's Case Management System to be worked by ObjectWin.
2	Assigned	This indicates that the ObjectWin SME has been assigned the Case by the ObjectWin Support Coordinator or DIR SPOC.
3	In Progress	This indicates that the ObjectWin SME records a preliminary assessment within the assigned Case which is used to assign the Level of Effort (LOE) and that the ObjectWin SME can start working on the Case.
4	Resolved	This indicates that the ObjectWin SME has completed all work to a Resolved Status and the DIR Supervisory Point of Contact (SPOC) is notified via email to review.
5	Closed	This indicates that the DIR SPOC has approved the Case.
6	Reopened	This indicates the Cases that are returned to DIR in a resolved state that are not deemed resolved by DIR personnel and can be re-initiated or resolved by DIR resources or re-submitted to ObjectWin.

7	Rejected	This indicates the Cases that are rejected by ObjectWin due to Large Level of Effort (LOE) or no resources are currently available to DIR.
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4.6.2.Operational Cases Process

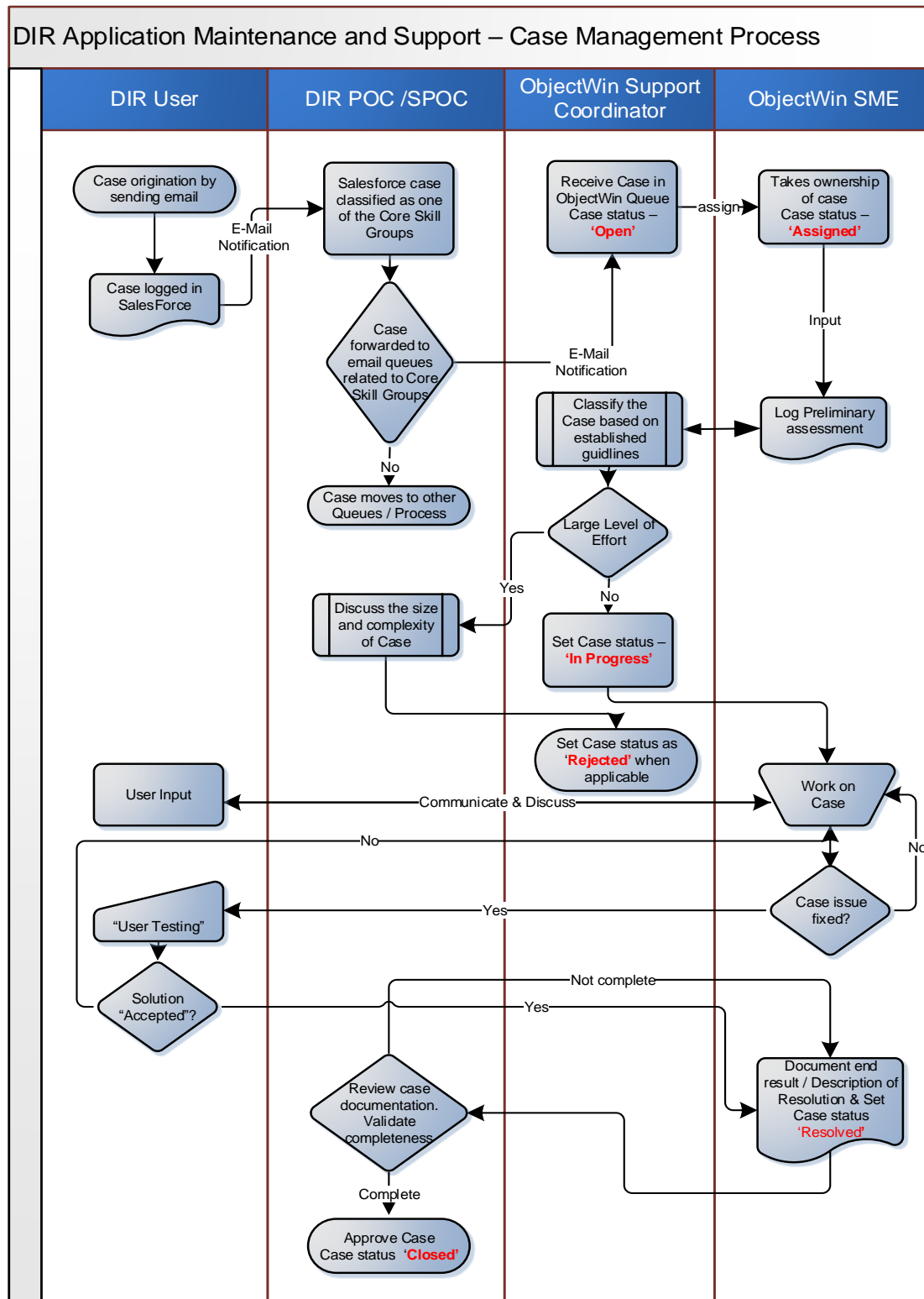


Figure 1: Support Process Diagram

The following process / steps will generally be carried out for resolution of the Operation cases.

- 1) DIR users discovering an issue provide the details of their issue using an online Help Desk Ticket.
- 2) Based on the user's answers provided on the Helpdesk Ticket, the Salesforce Case is then classified as one of the Core Skill Groups, added to the DIR's Salesforce.com environment, and logged into Salesforce.com as an "Open" Case.
- 3) The Case is then forwarded by the system via email to distinct email queues to be picked up the appropriate Core Skill Group, one of which will be the ObjectWin Support Coordinator. Case is now in "Open" status.
- 4) The ObjectWin Support Coordinator then assigns the Case to an appropriate ObjectWin SME for analyzing the Case. Case moves to "Assigned" status.
- 5) ObjectWin SME records a preliminary assessment within the assigned Case, which is used by the ObjectWin Support Coordinator to classify the Case based on established guidelines. Case moves into "In Process" status.
- 6) Once the classification is established, the ObjectWin SME starts working on Case resolution by interacting directly with users until the Case is resolved. "Resolved" includes resolving the issue, testing with the end user until user is confident issue is resolved, and documenting the end result and description of method of resolution in the Case record.
- 7) The solution is accepted by the DIR user.
- 8) The ObjectWin Support Coordinator puts the Case into "Resolved" status and the DIR Supervisory Point of Contact (SPOC) is notified via email to review.
- 9) The Case is reviewed and if approved by the DIR SPOC moves into "Closed" status and is now billable to DIR in the next monthly billing.

Special Case Status / Condition

Reopened Cases:

Resolved Cases that are not deemed resolved by DIR personnel can be re-initiated and either resolved by DIR resources or re-submitted to ObjectWin.

- In situations where a Case is re-submitted to the ObjectWin, the original case submission will not count as a billable Case to DIR within this SOW. Only Cases successfully completed and approved by DIR will be deemed as billable.
- In the case that DIR resources resolves the case, the original case to the ObjectWin is not billable to DIR.

ObjectWin will track these type of Cases so that additional training / review the updated DIR work processes, changes in the DIR's environment /system can be carried out.

Cases Rejected by ObjectWin:

Cases that are returned to DIR in an unresolved state that are rejected by the ObjectWin can be resolved by DIR resources.

- ObjectWin will provide written explanation of reason for rejection. Any rejected Case will not count as a billable Case to DIR within this Statement of Work.

ObjectWin will track these type of Cases so that additional training / review the updated DIR work processes, changes in the DIR's environment /system can be carried out.

Establish Knowledge base: ObjectWin will establish a knowledge base that contains resolution assistance for the resources assigned to the Core Skill Group. ObjectWin will actively maintain the knowledge base. DIR can review the details of the knowledge base as needed.

In the event an issue arises while working on any case, ObjectWin will follow the escalation process to resolve the issue.

5. Escalation Process

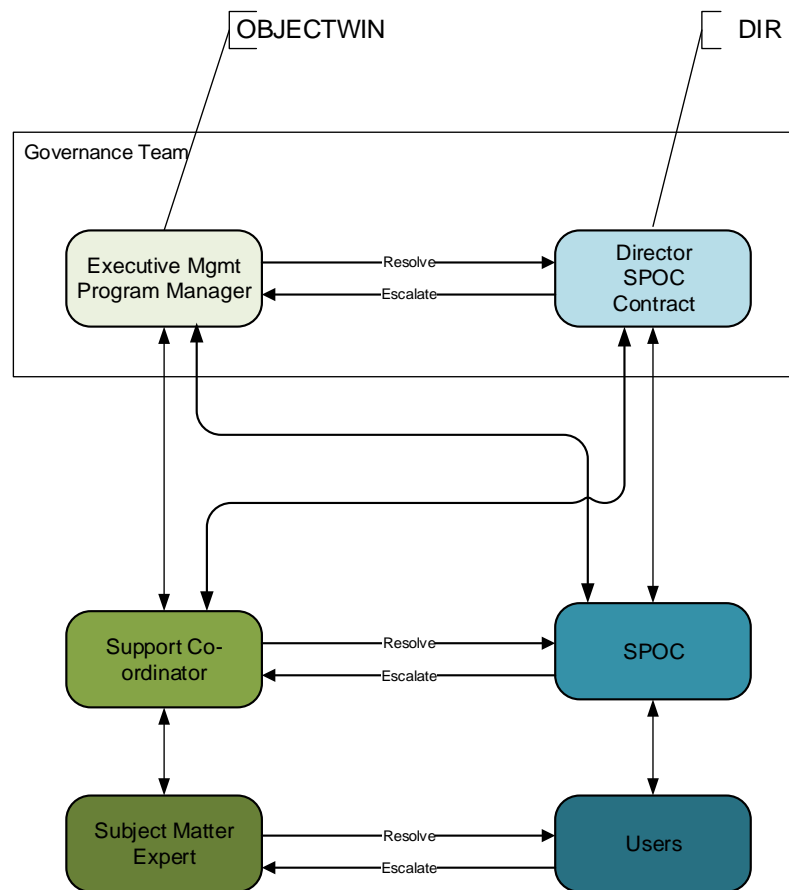


Figure 2: Escalation Process

Escalation Process:

The team will hold regular status meetings to address any issues. Each parties' SMEs should raise any issues with the DIR SPOC or ObjectWin Support Coordinator to be covered in the next meeting or determine if an emergency meeting is necessary. In the event the issue is not resolved at this level within the predetermined timeframe, it will be escalated to the next level as indicated in the escalation process diagram.

ObjectWin will work with the DIR team to finalize the Project specific governance process. The Current model to be followed is:

Type of Communication	Audience	Frequency*
Joint Status Meetings	DIR SPOC & ObjectWin Support Coordinator	Monthly or Quarterly
Issues to be addressed	DIR SPOC & ObjectWin Support Coordinator	As appropriate
Escalation	Governance Team **	As appropriate

* Frequency is only suggested at this point and will be finalized during project startup.

** Governance Team will compose of ObjectWin Executive, ObjectWin's Program Manager, a DIR Director, DIR Contract Manager, and the DIR SPOC.

ObjectWin SMEs and/or Support Coordinator will attend status, requirements gathering, and general customer meetings as needed. Cloud based meeting toolsets that are acceptable will be used for most meetings. ObjectWin Executive Management may be available on premise as needed on escalated issues.

6. Reports

As part of delivery management, ObjectWin will provide the DIR SPOC with status reports of any operational exceptions, issues or areas of concern with regard to the program.

- These may be added to the Month Status Report or as mutually agreed between ObjectWin and DIR.
- Report will still be submitted when no issues or areas of concern are open for a given report period. In this case the report would indicate no open items exist for that report period.
- The reports will be in an electronic format that can be distributed by email.

7. Change Management Procedure

Either party may initiate a Change Order. Any Change Order accepted by both parties will result in an Amendment to the Statement of Work. Change orders will contain a change summary and justifications for all changes required, as well as include any appropriate impact assessment to the program areas listed in the paragraph below. Amendments may address any of the program areas provided in the Change Order.

The detailed procedure for managing the change is specified as hereunder:

- ObjectWin Support coordinator identifies a need for a change. Changes under the following program areas will be assessed
 - Required case volumes
 - Project scope
 - Technology
 - Roles/responsibilities; and
 - Reporting schedules and content.

- ObjectWin Support Coordinator fills out the change request form by first describing the proposed change and then enumerating the reasons for it.
- ObjectWin Support Coordinator and the DIR SPOC analyze the request.
- Either the request is preliminarily approved or rejected. If preliminarily approved, an assigned party investigates the request.
- ObjectWin Support Coordinator and the DIR SPOC consider the effect of the change, specifically how it will affect the scope of the project and budget.
- The change is recommended for approval to the Governance Committee. This committee is composed of an ObjectWin Executive, ObjectWin Program Manager, a DIR Director, DIR Contract Manager, and the DIR SPOC.
- Appropriate decision to the change request is made. The decisions could be “approved,” “deferred,” “rejected,” or “on hold.”
- DIR SPOC designates the change request as approved, closed, deferred, rejected or on hold.
- The DIR SPOC then updates the log with the decisions. If approved, the DIR SPOC initiates the development of a Statement of Work Amendment.
- The Amendment is official when both parties’ appropriate Executive Team members have signed the Amendment.

8. Service Levels

ObjectWin will adhere to the Service Response Levels defined in the SOW for all Cases worked for performance mentioned under this agreement in the operational state for review, comment and approval by DIR. The Service Levels include performance commitments for Cases (Service Level items 1-3), and administrative processes (Service Level items 4-5).

Sl. No.	Service Level	Violation Allowance	Penalty
1	Maximum time to Assign Case (3 Business Hours)	2 per month	Vendor will lose ability to bill for each additional <u>late</u> Case for that month after exceeding allowance.
2	Maximum time to provide Level of Effort (LOE) transition Case to In Progress (2 Business Hours from assignment) *	2 per month	Vendor will lose ability to bill for each additional <u>late</u> Case for that month after exceeding allowance.
3	Maximum number of Cases Rejected by Vendor Team	2 per month	Vendor will be required to credit DIR the equivalent of one case for each case they reject above the two per month.
4	Failure to provide Monthly Status Reporting by the 5:00PM CST on the 7 th day of the month	1 per year	Vendor will be required to credit DIR with the equivalent of one Case against the following month’s bill after exceeding allowance.
5	Failure to provide Quarterly Reporting on time by the 5:00PM CST on the 7 th day of the month	1 per year	Vendor will be required to credit DIR with the equivalent of one Case against the following month’s bill after exceeding allowance.

* High, medium, or low best estimate bases from the ObjectWin Subject Matter Experts (SMEs)

9. Pricing

ObjectWin is providing a full, fixed price with all necessary expenses included for all Deliverables.

Deliverable Description			
System Support for: Oracle, Salesforce.com, SAP Business Intelligence, Microsoft SharePoint Online/2013, SQL Service Integration Services, Remedy 8.X, Microsoft Team Foundation Server, CSS 3, HTML 5, and JQuery.			
Tiered Rate Based on Number of Cases per Month	Tier 1	Tier 2	Tier 3
Cases Per Month	60	25	15+
Per Case Tier Rate	\$249	\$220	\$200
NOTE: Per Case Tier Rate is based on the number of completed cases per month. The first 60 completed Cases are \$249 per case, the next 25 completed Cases are \$220 per case, and the remaining completed Cases are \$200 per case. DIR does not guarantee any number of Cases per month – ObjectWin may only bill DIR for the actual number of Cases completed per month.			

Deliverable Name	One Time or Cost per Case
Transition Project Plan and Planning Activities and Acceptance of Vendor Personnel (One Time)	\$3000
Quarterly Reports Development (One Time)	\$3000
Monthly Reports Development (One Time)	\$3000
Operational Quarterly Status Reporting by 7th of month following that Quarter.	Per Case Rate – 1 per month
Operational Monthly Status Reporting by 7th of each month	Per Case Rate – 1 per month

10. Point of Contact

All communications must be directed through the following Point of Contacts:

Department of Information Resources (DIR)

Allan Martin, Assistant Director Digital Government – Information Technology Services
Texas Department of Information Resources
300 W. 15th Street, Suite 1300
Austin, Texas 78701
Office: (512) 463-5973
Email: allan.martin@dir.texas.gov

Aiko Neill, Contract Manager – Technology Sourcing Office
Texas Department of Information Resources
300 W. 15th Street, Suite 1300
Austin, Texas 78701
Office: (512) 475-0515
Email: aiko.neill@dir.texas.gov

ObjectWin Technology, Inc.

Uma Chidambaram, Executive Vice President
14800 St. Mary's Lane, Suite 100
Houston, Texas 77079
Office: (713) 337-1810
Email: umac@objectwin.com

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This Statement of Work (SOW) is executed to be effective as of the date of last signature. This SOW is submitted under the terms and conditions of the State of Texas DIR Deliverables-Based Information Technology Service (DBITS) Contract DIR-SDD-1985 dated December 20, 2012.

ObjectWin Technology, Inc.

Authorized By: signature on file

Printed Name: Shawn Karande

Title: President & CEO

Date: 8/20/15

Texas Department of Information Resources

Authorized By: signature on file

Printed Name: Janet Gilmore

Title: Director of Digital Government/IRM

Date: 8/21/15

Office of General Counsel: Initials on file

Date: 8/21/15